



March 10, 2010

To: Wireless Enhanced 9-1-1 Board, Technical and Finance Committees

From: Glenn Roach – Executive Director

Subject: Authorization to send the Executive Director, Board Members and PSAP Representatives to the NENA Annual Conference in Indianapolis, IN, June 5-10, 2010

The following are the estimated costs per person to the NENA Annual Conference in Indianapolis, IN, June 5-10, 2010 (see included brochure)

- Registration: \$750
- Airfare: \$1,000
- Hotel (5 nights): \$945+tax
- Per Diem (\$61/day) \$305
  
- Total: \$3,000



**9-1-1**  
POLICE • MEDICAL • FIRE  
EMERGENCY  
**NENA**

[www.nena.org](http://www.nena.org)

June 5–10, 2010  
Indianapolis, Indiana

EMPOWERMENT

KNOWLEDGE

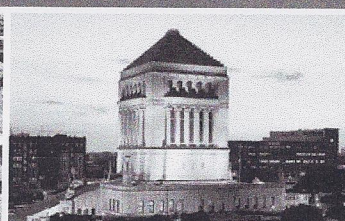
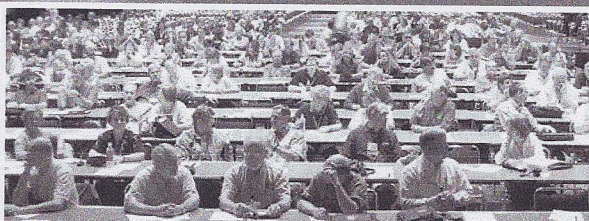
NETWORKING

LEADERSHIP



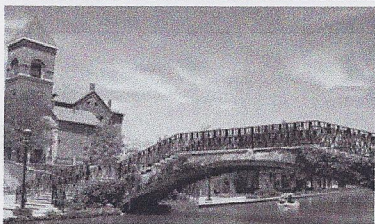
# NENA 2010

The Event for Emergency Communications Professionals



**Advance Registration Brochure**





June 5 – 10, 2010 • Indianapolis, Indiana

## NENA 2010 It's YOUR Future!

As our industry begins to fully realize the power of broadband-enabled 9-1-1 and emergency communications, it is critical that we come together to explore the possibilities in front of us. Officials in Washington and in state capitals across the nation have made clear their commitment to modernizing public safety systems. Now, it is up to us to provide the leadership and vision to bring the future to life.

What does a fully integrated and interoperable IP-based emergency response system mean for you and your agency, company, or community? Have you considered the operations, technical, policy, and educational challenges ahead? Are you equipped with the knowledge and tools to keep pace with the constantly evolving technology and communications landscape?

### Do you know what the future holds?

At **NENA 2010**, you will be connected to the pulse of 9-1-1. Join thousands of public safety

professionals, telecommunications specialists, and government leaders for a week filled with opportunities to develop a keen understanding of the near and long-term issues facing public safety and plan to leave with the skills necessary to tackle these challenges head on.

Featuring renowned keynote speakers, general sessions with industry leaders and visionaries, dozens of education sessions designed to enrich you personally as well as professionally, unparalleled opportunities to network and dialogue with your peers, and a cutting-edge exhibit hall, you are guaranteed to come away ready to help guide public safety into the broadband age.

**NENA 2010** is the must-attend event of the year for today's emergency communications professional. Don't miss your chance to be a part of it. After all, it's YOUR future!

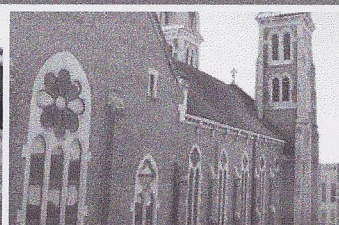
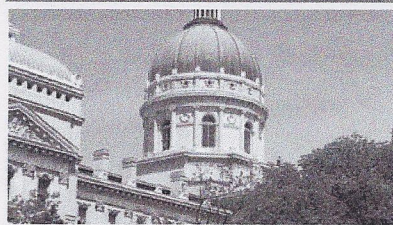
**9-1-1**  
POLICE • MEDICAL • FIRE  
**EMERGENCY**  
**NENA**

### About the National Emergency Number Association

As *The Voice of 9-1-1™*, NENA is on the forefront of all emergency communications issues. The association serves its members and the greater public safety community as the only professional organization solely focused on 9-1-1 policy, technology, operations, and education issues. With more than 7,000 members in 48 chapters across the United States and around the globe, NENA promotes the implementation and awareness of 9-1-1, as well as international three-digit emergency communications systems.

NENA works with 9-1-1 professionals nationwide, public policy leaders, emergency services and telecommunications industry partners, like-minded public safety associations, and other stakeholder groups to develop and carry out critical programs and initiatives, to facilitate the creation of an IP-based Next Generation 9-1-1 system, and to establish industry leading standards, training, and certifications. Through the association's efforts to provide effective and efficient public safety solutions, NENA strives to protect human life, preserve property, and maintain the security of our communities.





## Education & Inspiration

**NENA 2010** continues the association's proud tradition of being the 9-1-1 industry's premier educational event. Keynotes and sessions will focus on broadband-enabled emergency response and the convergence of technologies, agencies, and industries necessitated by this transformation, as well as what this all means for you — the emergency communications professional.

Monday's three-hour multimedia Super Session, *From 5 months to 5 Years: NENA's Vision for the Future of Emergency Communications*, will set the tone for the week, laying out where we are as an industry and where we are headed. From there, dozens of track sessions covering GIS, emergency preparedness, Next Generation 9-1-1, accessibility, education, training, and policy will fill in the rest of the picture. Since your life doesn't stop once you leave the office, special personal and professional development sessions will address the ways we can all lead healthier, more productive, and more successful lives through stress management, life and financial planning, and improved interpersonal skills.

## Exhibit Hall

If you are a 9-1-1 professional interested in discovering the latest in emergency communications technologies and products, or if you are a vendor looking to get the word out to those who make significant purchasing decisions, **NENA 2010** is where you need to be. Our expansive Exhibit Hall provides attendees with a chance to see, hear, and feel the newest public safety goods and services and to connect with the exhibitors in order to make well-informed buying decisions. Exhibitor and Next Generation Partner Program sessions right in the hall itself provide an in-depth picture of future through interactive presentations and demonstrations.

## Networking

**NENA 2010** is Where 9-1-1 Connects.™ Thousands of your NENA peers—ready-to-help experts and public safety professionals—will be joining us in Indianapolis to talk about the issues of the day and forge 9-1-1's path forward. But you can be sure that it won't be all business. You'll have the chance to get to know your colleagues and share some fun at events and activities including the NENA Arcade Welcome Reception, the First Timers' Breakfast, local PSAP and sightseeing tours, numerous Exhibit Hall gatherings, and Wednesday evening's Installation Banquet & Gala.

## Pre-Conference Courses\*

**NENA 2010** will feature eleven Pre-Conference Courses aimed at 9-1-1 professionals looking to hone their skills in specific areas. A great way to kick off your conference experience, attend to gain valuable insights into the latest trends and topics in emergency communications and earn points towards ENP Certification and Re-Certification.

Brand new courses for 2010 include *Continuity of Operations Plans for PSAPs*, *Customer Service for 9-1-1 Professionals*, *Filling the Seats in Your PSAP*, and *SOP SOS*. Additionally, we will be offering *Achieving Excellence in 9-1-1 Center Management*, *Grant Management for PSAPs*, *Introduction to Converging 9-1-1 Technologies*, *Introduction to Next Generation 9-1-1*, *Next Gen Employees for the Next Gen PSAP*, *Overcoming Negativity in the Communications Center*, and *Training the 9-1-1 Trainer*. Course descriptions are available at [www.nena.org/education](http://www.nena.org/education).

## What's New at NENA 2010?

- Monday afternoon Super Session
- 4 brand new Pre-Conference Courses
- Center Manager Certification Program
- Educational Sessions designed to achieve a well-rounded life

## Center Manager Certification Program\*

NENA's new Center Manager Certification Program is designed to equip current, new, and potential PSAP managers with the tools needed to effectively manage the PSAP through a rigorous 40-hour course of lecture and lab-based education. Participants will develop skill sets that are critically important to anyone hoping to build a long-lasting and

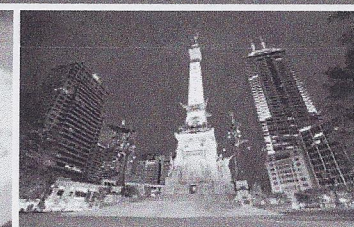
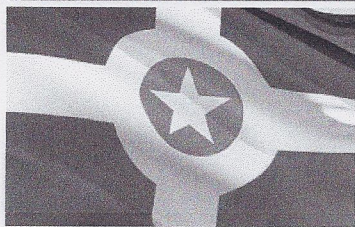
successful career in 9-1-1 center management. At **NENA 2010**, the 20-hour lecture-based portion of the program will be offered, covering: Business Writing for the Manager, Financial Management, Human Resources, Customer Service and Quality Assurance, Legal Issues, and Communications Skills.

Participation in this program is open to PSAP or 9-1-1 Authority managers and supervisors, and/or those who have taken one of the following NENA courses: *Achieving Excellence*, *Leadership*, or *Preparation for Management*. Lab-based component, necessary for certification completion, to be held in a to-be-determined centralized location in August 2010. Additional \$500 registration fee required. Further program details are available at [www.nena.org/education](http://www.nena.org/education).

*The Indiana NENA Chapter can't wait to show off our State Capital and looks forward to making **NENA 2010** a conference to remember!*

— Cindy Snyder, Indiana NENA Chapter President





## Schedule-At-A-Glance *(subject to change)*

### Saturday, June 5th

7:00AM – 5:00PM Registration Open  
8:30AM – 4:30PM Pre-Conference Courses\*

### Sunday, June 6th

7:00AM – 6:30PM Registration Open  
8:30AM – 4:30PM Pre-Conference Courses\* /  
Center Manager Certification Program\*  
PSAP Tours  
1:00PM – 4:00PM NENA Membership Meeting  
4:30PM – 5:30PM 9-1-1 Cares  
5:30PM – 6:00PM 9-1-1 For Kids  
6:00PM – 6:30PM Welcome Reception: The NENA Arcade  
6:30PM – 9:00PM

### Monday, June 7th

6:30AM – 5:30PM Registration Open  
7:00AM – 7:45AM First Timers Breakfast  
8:00AM – 10:00AM Opening General Session &  
Keynote Address  
10:00AM – 4:00PM Exhibit Hall Open  
10:00AM – 1:30PM Exclusive Hall Hours  
12:00PM – 1:00PM Lunch served in Exhibit Hall  
1:30PM – 4:30PM Super Session —  
From 5 Months to 5 Years: NENA's  
Vision for the Future of Emergency  
Communications  
1:30PM – 4:30PM Center Manager Certification Program  
(*cont'd*)\*  
5:00PM – 6:00PM ENP & Leadership Reception  
(by invitation event)

### Tuesday, June 8th

6:30AM – 5:00PM Registration Open  
9:00AM – 10:00AM Emergency Communications Policy  
Keynote: FCC Commissioner  
Julius Genachowski (invited)  
10:00AM – 4:00PM Exhibit Hall Open  
10:00AM – 11:00AM Exclusive Hall Hours  
11:00AM – 12:00PM Educational Sessions & Center Manager  
Certification Program (*cont'd*)\*  
12:00PM – 1:30PM Exclusive Hall Hours  
1:00PM – 4:00PM PSAP Tours  
1:30PM – 2:30PM Educational Sessions & Center Manager  
Certification Program (*cont'd*)\*  
2:30PM – 4:00PM Exclusive Hall Hours & Exhibit Hall  
4:00PM – 5:00PM Closing Reception  
Educational Sessions & Center Manager  
Certification Program (*cont'd*)\*

### Wednesday, June 9th

7:00AM – 2:00PM Registration Open  
7:45AM – 8:45AM Regional Breakfast & Meeting  
9:00AM – 10:45AM Emergency Preparedness &  
Disaster Readiness General Session  
10:00AM – 2:00PM PSAP Tours  
11:00AM – 4:30PM Educational Sessions  
11:00AM – 5:00PM Center Manager Certification Program  
(*cont'd*)\*  
6:00PM – 9:00PM **NENA 2010 Installation Banquet & Gala**

### Thursday, June 10th

8:00AM – 9:00AM NENA Board Meeting (Open to all)  
9:00AM – 5:00PM National Center for Missing &  
Exploited Children Workshops\*

*\*Requires additional registration fee(s) and/or advanced notice of participation*

Indianapolis is a city of unmatched convenience and connectivity. It's central location makes it an affordable, easy-to-reach destination. Downtown skywalks link most of the hotels to the Indiana Convention Center, as well as shopping, restaurants, culture, and entertainment venues. We look forward to seeing you there in June!

**Housing is now open! To make your hotel reservation, visit [www.nena.org/nena2010/housing](http://www.nena.org/nena2010/housing).**

*To obtain the Conference Rate, you must book your hotel reservation through the NENA Housing Bureau.*



**Hyatt Regency Indianapolis**  
Conference Rate: \$189



**Indianapolis Marriott Downtown**  
Conference Rate: \$189



**Omni Severin Hotel**  
Conference Rate: \$169



**The Westin Indianapolis**  
Conference Rate: \$179





National Emergency Number Association  
4350 North Fairfax Drive, Suite 750  
Arlington, VA 22203-1695

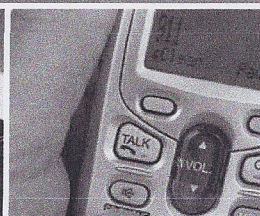
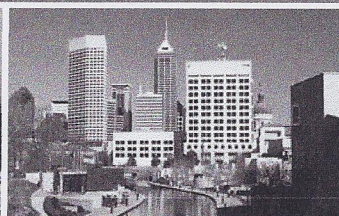
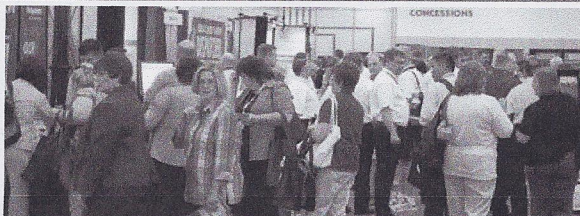
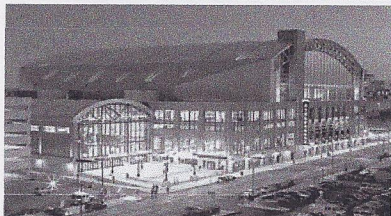


# NENA 2010

The Event for Emergency Communications Professionals

June 5–10, 2010  
Indianapolis, Indiana

*Bookmark [www.nena.org/nena2010](http://www.nena.org/nena2010) as your source  
for all the latest conference details and information!*



**Advance Registration Brochure**





# REGISTRATION FORM

## NENA 2010

The Event for Emergency Communications Professionals  
June 5-10, 2010 • Indianapolis, IN

### REGISTRATION INFORMATION

Please register one attendee per form. Duplicate if necessary.

First Name Middle Initial Last Name

Name as you wish it to appear on your badge Title

Agency/Company

Address

City State/Province Zip/Postal Code

Daytime Phone Fax

Email

- ☐ Please indicate if you are a First Time Attendee and plan to attend the First Timers' Breakfast on Monday morning — *included in registration fee*
- ☐ Please indicate if you are a Chapter Leader and plan to attend the Chapter Leadership meeting on Wednesday — *no cost*
- ☐ Please indicate & identify any special needs you may have:

### WHAT TOPICS ARE OF INTEREST (Please check all that are of interest)

- ☐ Accessibility
- ☐ Education
- ☐ Emergency Preparedness
- ☐ GIS
- ☐ NG9-1-1
- ☐ Personal Development
- ☐ Professional Development
- ☐ Policy
- ☐ Training
- ☐ Other \_\_\_\_\_

### CANCELLATION POLICY

All refund requests must be in writing. Refunds will be issued less an administrative fee of \$100 per registrant. Registrant substitutions from the same organization may be submitted in writing at any time with no penalty. If the membership status of the substitute differs from that of the original registrant, a refund or additional charge may apply. All refunds will be issued after the conference. No refunds will be issued for requests received after May 21, 2010. Submit requests to: Fax 703.812.4675 or Email: [registration@nena.org](mailto:registration@nena.org)

### SEND PAYMENT BY MAIL OR FAX TO:

NENA 2010  
4350 North Fairfax Drive, Suite 750  
Arlington, VA 22203  
Phone: (800) 332.3911

### INTERNAL USE ONLY

ID #: \_\_\_\_\_

Invoice #: \_\_\_\_\_

Notes: \_\_\_\_\_

### CONFERENCE REGISTRATION FEES

Fees include: Educational Sessions, Exhibit Hall, Welcome Reception, Monday Lunch in Exhibit Hall, Exhibit Hall Reception, daily AM/PM breaks and Wednesday Installation Banquet & Gala.

	Super Saver By 1/29/10	Early Bird By 5/7/10	Standard Registration After 5/7/10	Subtotal
NENA Member				
# _____	\$410	\$510	\$610	\$ _____
Non-Member	\$550	\$650	\$750	\$ _____
ENP (Current/Active)	\$360	\$460	\$560	\$ _____
One-Day (Please check <i>only one</i> )	NA	\$175	\$225	\$ _____

- ☐ Monday one-day (Includes: Educational Sessions, Exhibit Hall entrance & lunch)
- ☐ Tuesday one-day (Includes: Educational Sessions, Exhibit Hall entrance & reception)
- ☐ Wednesday one-day (Includes: Educational Sessions & Installation Banquet & Gala)
- Spouse/Guest NA \$100 \$150 \$ \_\_\_\_\_

Guest Name: \_\_\_\_\_

- ☐ Check here if you plan to attend Wednesday night's Installation Banquet & Gala.

### Center Manager Certification Program

Sunday, June 6–Wednesday, June 9

Note: Registration fee for CMCP also includes conference registration. Only spouse/guest registrations should be indicated in the "Conference Registration Fees" section.

Member: \$750 NENA Member # \_\_\_\_\_ \$ \_\_\_\_\_

Non-Member: \$850 \$ \_\_\_\_\_

- ☐ Check here if you plan to attend Wednesday night's Installation Banquet & Gala.

### PRE-CONFERENCE COURSE FEES (Courses are subject to change)

Saturday, June 5 & Sunday, June 6

Fees Include: Course materials, workbook and AM/PM breaks.

NOTE: Pre-conference Course Fees are not included in Conference Registration Fees.

	Early Bird By 5/7/10	Standard Registration After 5/7/10	Subtotal
Course Options			
One Course	\$195	\$225	\$ _____
Two Courses or a Two-Day Course	\$320	\$350	\$ _____

COURSE HOURS FOR ALL COURSES ARE 8:30 AM – 4:30 PM

Two Day Courses - Saturday, June 5 & Sunday, June 6

- ☐ Achieving Excellence in 9-1-1 Center Management (2-Day Course)

### One Day Courses

Saturday, June 5, 2010 (Check *only one* course each day)

- ☐ Continuity of Operations Plans for PSAPs
- ☐ Introduction to Next Generation 9-1-1
- ☐ Next Gen Employees for the Next Gen PSAP
- ☐ Training the 9-1-1 Trainer

Sunday, June 6, 2010 (Check *only one* course each day)

- ☐ Customer Service for 9-1-1 Professionals
- ☐ Filling the Seats in Your PSAP
- ☐ Grant Management for PSAPs
- ☐ Introduction to Converging 9-1-1 Technologies
- ☐ Overcoming Negativity in the Communications Center
- ☐ SOP SOS

### NATIONAL CENTER FOR MISSING & EXPLOITED CHILDREN

Thursday, June 10

Please indicate below if you plan to attend the NCMEC Thursday sessions.

- ☐ Train the Trainer Seminar \$ N/C
- ☐ The 9-1-1 Center & Missing Kids Course \$ N/C

TOTAL DUE:

\$ \_\_\_\_\_

METHOD OF PAYMENT: (All payments for this event must be in U.S. Dollars)

Your registration will NOT be processed without payment

- ☐ Check / Money Order payable to NENA
- ☐ MasterCard ☐ Visa ☐ American Express

Card # Exp. Date

Cardholder Name Signature